

STATE OF NEW HAMPSHIRE
DEPARTMENT OF SAFETY
ROAD TOLL BUREAU

IFTA PROCESSING CONSORTIUM

QUICK REFERENCE USER GUIDE

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10/22/2018

Road Toll Bureau: (603)271-2311. Hours of operation: 8:15AM - 4:15PM (Eastern), M-F (excluding State holidays).

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OVERVIEW

Welcome to the New Hampshire Department of Safety Road Toll Bureau. (NH DOS RTB), International Fuel Tax Agreement (IFTA) Returns Processing System! This fully electronic platform enables authorized users to access their IFTA account online to renew their IFTA License, order additional decals, file tax returns, make payments and communicate with the NH DOS RTB about their IFTA account. This state of the art intuitive system provides real time online access and support by using the latest safe and secured encrypted technologies. This system is part of a shared tax administration platform for processing IFTA taxes through the cooperative efforts of several IFTA member jurisdictions. This partnership of jurisdictions is known as the IFTA Processing Consortium or “IPC”. The platform, its components, and services are provided through Explore Information Services, LLC.

INTERNATIONAL FUEL TAX AGREEMENT (IFTA)

To simplify the reporting of fuel used by interstate and inter-jurisdictional motor carriers, New Hampshire participates in the International Fuel Tax Agreement (IFTA). IFTA is an agreement among 48 participating states and 10 Canadian provinces which allows qualified commercial vehicles to travel throughout those jurisdictions and pay the required motor fuels use taxes. Vehicles displaying valid licenses and decals issued by a base jurisdiction may travel in any other jurisdiction.

BACKGROUND

The NH DOS RTB is implementing this new IFTA returns processing system as part of its initiative to streamline the way we do business. Electronic filing of IFTA returns, renewal requests, making payments, and other actions related to your IFTA account is part of this initiative. Anyone with Internet access and proper authorization can file an IFTA return electronically through our new IFTA system. Our goal is to have all of your interaction with the NH DOS RTB as it relates to your IFTA account take place within this electronic environment.

There are several benefits to e-filing your IFTA returns:

- Saves time, IFTA e-filing is the fastest way to file your return.
- Electronic filings are processed immediately, even if you wait until the due date to file.

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- Does not require special software or hardware.
- Electronic filing and payment is **FREE!**
- Saves money by eliminating postage and other mailing costs.
- Reduces errors, by performing necessary computations for you.
- Avoids mail delays.
- You receive immediate confirmation that we received your IFTA report.
- You can print a copy of your electronic IFTA report for your records.

We urge all taxpayers to take advantage of electronic filing as the most convenient way to file your IFTA quarterly returns.

PURPOSE OF THIS USER GUIDE

The purpose of this Quick Reference User Guide is to provide an authorized user of the NH IFTA IPC System the necessary information to do the following:

1. Create an online User Account
2. File IFTA tax returns
3. Make payments
4. Renew your IFTA License and receive IFTA decals
5. Order additional IFTA decals
6. Add, change, or delete contacts
7. Review account status
8. Communicate with NH DOS RTB about your IFTA account

IFTA RETURNS PROCESSING SYSTEM QUICK REFERENCE GUIDE

Please be advised that this Guide is not a fully comprehensive reference text to all functions available within the IPC system. This Guide has been designed to provide you with a basic understanding of how to access the system, navigate through the system, and conduct transactions affecting your IFTA account. The information and screens provided in this guide are designed as examples only and may not reflect the final system view in the productions environment. For more information please visit the NH DOS RTB website, <https://www.nh.gov/safety/divisions/administration/roadtoll>, or contact us at (603) 271-2311.

GETTING STARTED

Setting up a User Account is easy! You will need some basic information to access the system and create your own, secured online access. Here are the items you will need to get started:

1. A unique **IFTA Account Number**. This is a system generated number identifying your business as an IFTA Licensee registered with the New Hampshire Road Toll Bureau. If you are a current NH IFTA Licensee you will find your **IFTA Account Number (also known as Motor Carrier Account)** on your IFTA License, as shown in the example below.

	NEW HAMPSHIRE INTERNATIONAL FUEL TAX AGREEMENT Department of Safety Road Toll Bureau 33 Hazen Drive Concord, NH 03305 2017 IFTA LICENSE NOT TRANSFERABLE	<table border="1"><tr><td>Effective Date 01/17/2018</td></tr><tr><td>Expiration Date 12/31/2017</td></tr></table>	Effective Date 01/17/2018	Expiration Date 12/31/2017	
Effective Date 01/17/2018					
Expiration Date 12/31/2017					
<table border="1"><tr><td>IFTA License Number NH99999999900</td></tr></table>	IFTA License Number NH99999999900		<table border="1"><tr><td>Motor Carrier Account: 9999</td></tr><tr><td>Control Number: 00CV9GS</td></tr></table>	Motor Carrier Account: 9999	Control Number: 00CV9GS
IFTA License Number NH99999999900					
Motor Carrier Account: 9999					
Control Number: 00CV9GS					
JOHNNY CASH 33 HAZEN DRIVE CONCORD, NH 03301					

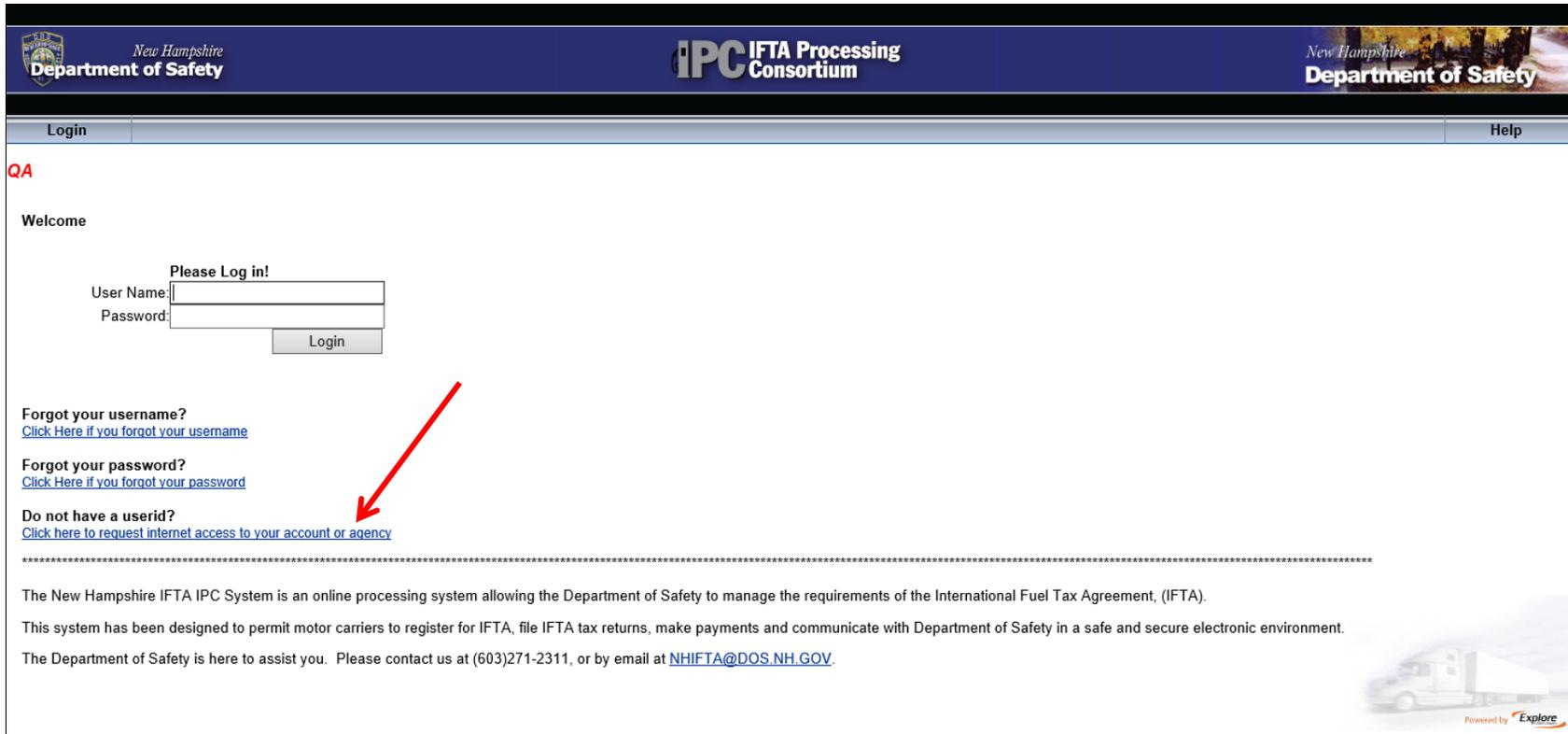
IFTA RETURNS PROCESSING SYSTEM QUICK REFERENCE GUIDE

2. Your company's **Taxpayer Federal Identification Number**.
3. Your personal or company's **Email Address**. By entering your email address where prompted, the NH DOS RTB can provide you with additional assistance related to your IFTA account. System updates, return and renewal availability, answers to inquiries, and other communications can take place through email in a timely fashion.
4. A **User Name**. You will need to create your own User Name, which will be used each time you access the system. Your User Name can consist of six (6) to twenty five (25) characters. **HINT: Create a name that is easy to remember.** When you enter a User Name, the system will check to see if it is unique. If it is not, you will be prompted to choose a different name.
5. Access to the **Internet**. The system requirements to access the NH IFTA Returns Processing site are as follows:
 - A) **Adobe Acrobat Reader** - Adobe Acrobat Reader version 7.0 or higher is required for viewing PDF files that are created by the IFTA IPC System. This software can be obtained from Adobe's web site at: <http://get.adobe.com/reader/>.
 - B) **Internet Explorer (IE) Version 11** or higher;
 - C) Latest version of **Chrome, Firefox or Safari**;
 - D) **Java Script** must be enabled to successfully run this site.

The website is currently available at the following link: <https://nh.iftaipc.com/>. This will take you to the login page so you can create your account.

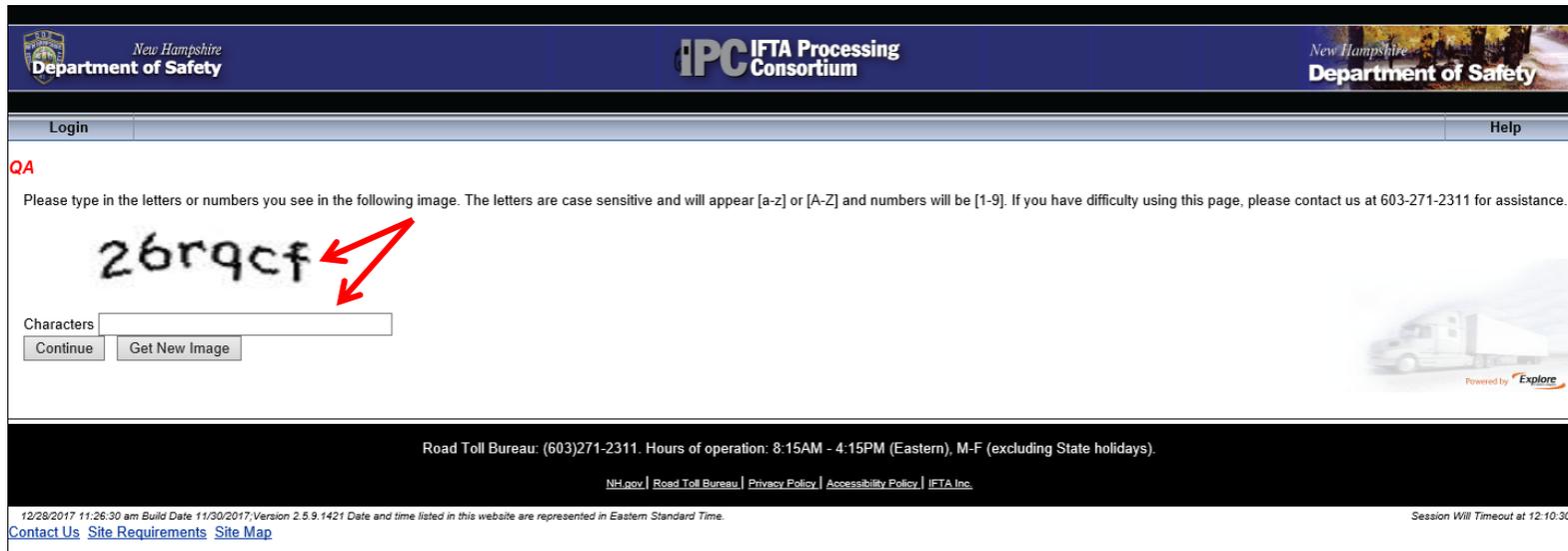
CREATING AN ONLINE ACCOUNT

Since this is the first time you are accessing the new system, a one-time setup of your account is required. The login page will look similar to the screen shot below:



1. Click on the link to “**Request Internet Access to Your Account or Agency**”, and you will be routed to the following page:

IFTA RETURNS PROCESSING SYSTEM QUICK REFERENCE GUIDE



2. This page is commonly called a “Captcha Page”. Enter the letters or numbers you see in the image. Letters are case sensitive. If you cannot read the image, click on the button “**Get New Image**”. Once you have entered the letter or numbers in the image, select the **Continue** button. This will take you to the **Eligibility Requirements** section, shown on the following page.

IFTA RETURNS PROCESSING SYSTEM QUICK REFERENCE GUIDE

The screenshot shows the top navigation bar with the New Hampshire Department of Safety logo on the left, the IPC IFTA Processing Consortium logo in the center, and another New Hampshire Department of Safety logo on the right. Below the navigation bar is a menu with 'Login', 'Home', and 'Help' options. The main content area is titled 'QA Eligibility Requirements'. It contains a list of requirements for online access to the NH IFTA IPC account. At the bottom of the content area, there are two buttons: 'Continue' and 'Cancel'. The 'Continue' button is circled in red. In the bottom right corner, there is a small image of a truck and the text 'Powered by Explore'.

QA
Eligibility Requirements

In order to register for online access to your NH IFTA IPC account, you must meet the following **Eligibility Requirements**:

1. Account Holder agrees to adhere to the **Terms and Conditions of Use** of the NH IFTA IPC System.
2. Account Holder must have an active and valid e-mail account.
3. Account Holder agrees to file IFTA Tax Returns and make payments through the electronic platform.
4. Account Holder agrees to comply with reporting, payment, recordkeeping, and license display requirements as specified in the International Fuel Tax Agreement, IFTA.
5. NH IFTA IPC System **Site Requirements** include:
 - A) **Adobe Acrobat Reader** - Adobe Acrobat Reader version 7.0 or higher is required for viewing PDF files that are created by the IFTA IPC System. This software can be obtained from Adobe's web site at: <http://get.adobe.com/reader/>.
 - B) **IE Version 11** or higher.
 - C) Latest version of **Chrome, Firefox and Safari**.
 - D) Screen Resolution of **1024x768**.
 - E) **Java Script** must be enabled to successfully run this site.

3. Read the **Eligibility Requirements** and if you agree, select the **Continue** button. This will take you to the **User Account Information** page, shown below.

IFTA RETURNS PROCESSING SYSTEM QUICK REFERENCE GUIDE

Type of Account	
<input checked="" type="radio"/> Carrier	<input type="radio"/> Licensing Agent
Account Information	
Account Number *	2222
Account Postal Code *	Physical
Taxpayer ID*	123123123 x
Taxpayer ID Type*	FEIN v
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> Acct Number, Physical Address Zip Code, and all 9 numbers, no dashes for FEIN. </div>	
Personal Information	
Company*	
Name	
First Name*	
Middle Name	
Last Name*	
Suffix	
E-mail *	Each user must have a unique E-mail address (not a shared E-mail address)
Phone Numbers	
Phone (main) *	Ext. <input type="text"/> Phone Country* United States v
Fax (main)	Fax Country --- v
Street *	<div style="border: 2px solid red; padding: 5px; display: inline-block;"> Mailing Address </div>
Street 2	
Postal Code *	Jurisdiction * --- v
City *	
Country	United States v
Office Default Preferences	
User Login	
User Name:*	User Name can contain underscore, period and alphanumeric characters and must be from 6-25 characters.

- The **User Account Information** page contains several fields that must be filled out. Among those fields are the **IFTA Account Number, FEIN Number, and Email Address**. Any field preceded by an **ASTERICK (*)** must be filled in.
- When all required fields are filled in, select the **Create** button. If a required field is left blank or there are any errors, the system will re-display the page with **red "x" marks** next to the fields where the errors exist. This will permit you to make the necessary corrections. Once the corrections are made select the **Create** button again.

IFTA RETURNS PROCESSING SYSTEM QUICK REFERENCE GUIDE

6. This will take you to the **User Account Request Acknowledgement** page. This page will inform you that your request has been accepted. An email will be sent to you acknowledging the receipt of your request.

Once your user account request has been received by the NH DOS RTB, it will be reviewed to determine if online access should be approved or denied. The review will consist of verification of all the data entered to ensure safety and confidentiality of your tax information. When your request has been approved you will receive an email from the NH DOS RTB informing you that you have online access to the State of NH IPC IFTA Processing Consortium, see example **(A)**. In a separate email you will receive a temporary password, see example **(B)**. Once you have accessed your account with the user name and temporary password provided, you will be redirected to the **Maintain Your User Account** page to **Create a New Password**. If your request is denied, you will receive an email from the NH DOS RTB giving you information on how to contact us to discuss the matter further.

(A) Dear COMPANY NAME,

This email message is to inform you that a new user account has been created for you in the New Hampshire IPC registration system. Select the following link to access the New Hampshire IPC login page. From this page you will be prompted to enter your user name and password. A password will be sent in an email message to follow.

<https://nh.iftaipc.com/>

User name: ab.cdefg

(B) Dear COMPANY NAME,

Following is your New Hampshire IPC temporary password.

Password: AbCd45~@# (example only)

Once you have accessed your account with the user name and password that have been provided, you will be redirected to the Maintain Your User Account page to create a new password.

IFTA RETURNS PROCESSING SYSTEM QUICK REFERENCE GUIDE

**** Please Note:** *Due to the unusually high volume of requests of first time users of the new system, we ask for your patience in receiving a reply to your request for online access. NH DOS RTB will make every effort to reply to your request within five business days of receipt.*

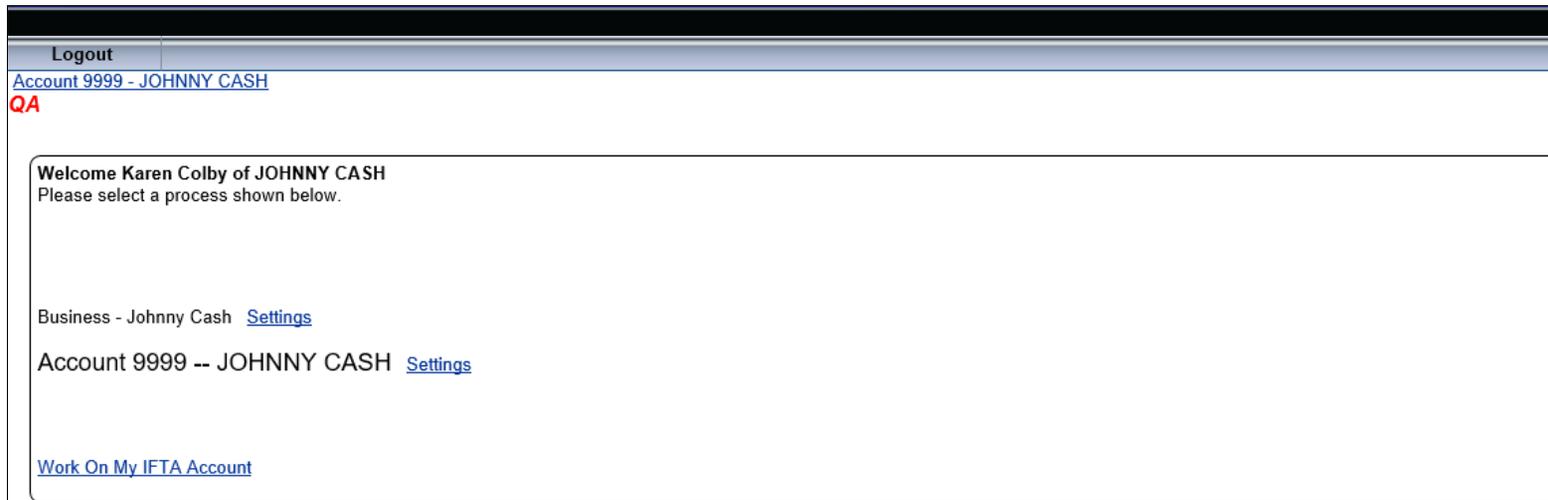
LOGGING IN

Once you have been approved as an online user, you may login to begin using the system. Simply access the website, which will be available beginning July 1st, 2018, using the following link: <https://nh.iftaipc.com/>. Enter your **User Name** and **Password**. You will then be asked to review the **Terms and Conditions of Use**. After reviewing the text, select the **Accept Terms of Use** button. The **User Home Page** will be displayed. Licensees in good standing, *(please see note below), can begin to work on their accounts without the assistance from the NH DOS RTB. From the **User Home Page** you can access several different types of actions affecting your IFTA account. Information will be provided throughout this Guide regarding how to navigate the different options.

**** Note:** *If there are any issues with your account which prohibit you from accessing your account, renewing your company's IFTA license, or ordering additional IFTA decals, please contact NH DOS RTB. Our staff will be available to assist you Monday through Friday, 8:15AM through 4:15PM.*

USER HOME PAGE

The **User Home Page** will look like this:



The **User Home Page** allows you to do the following:

1. View the **Business Settings**. Any changes would have to be made by contacting the office at NH RTB.
2. View and change the **Account Settings**. This would include various demographic information about your account (i.e. location address, mailing address, phone number, contacts, email addresses – add, change, delete).
3. **Work on IFTA**. This is the menu choice which will enable you to file tax returns, make payments, renew your license, order additional decals, request cancellation of your IFTA license, request refunds of credits accrued, and conduct other business related to your IFTA account. This menu item is where most of your interaction regarding your IFTA account will take place.

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WORK ON IFTA

The **Work on IFTA** page will allow you to select the License Year you would like to work with and will give you a series of menu selections for actions you will be permitted to perform. The page automatically defaults to the **current** license year.

[Account 9999 - JOHNNY CASH](#)
QA

Work On IFTA for License Year 2018 (Taxable Mileage Ranking = Not Available)

[Return to Previous Page](#)

1. Select the License Year you would like to work with: [2017](#) 2018
2. Select the 2018 License you would like to work with: 01/01 - 12/31 Filed, Not Paid
3. What would you like to do?

Account View Account Balance Make a Payment	2018 License Edit License View Renewal Form View Decal Orders View License Summary
--	---

Effective	License	Quarter	Return	Return Status	Date	Action
01/01 - 12/31	Original (Filed, Not Paid)	4				
		3				
		2				
		1				

*Please be advised that accounts that are flagged for delinquent, unfiled, and/or unpaid tax returns will be prohibited from executing certain actions (ordering decals or renewing a license, for example). If your account is flagged, a **red** notice will be located next to your account name and number at the top left side of the screen. Please contact the Road Toll Bureau at (603)271-2311 to discuss your account if it is flagged.*

IFTA RETURNS PROCESSING SYSTEM QUICK REFERENCE GUIDE

Below is a list of the functions users will be able to access if their account is in good standing:

- View License/Decal Orders, Return Information and Return History for their account.
- Start, Edit, File, and Pay for IFTA Returns for their account.
- Start, Edit, File, and Pay for IFTA License Renewals for their account.
- Start, Edit, File, and Pay for IFTA Decal Orders for their account.
- View Payment History.
- Select invoices to pay.
- View Credit Balance.
- Request Refunds.

FILING AN IFTA RETURN

Filing your return online is easy! This chapter will walk you through the process, and will provide you with some handy tips for successfully filing your return. Once your online access is established, you can file original returns on or before the due date, make payments on any IFTA taxes that are due, and request a refund of accumulated IFTA tax credits.

The system even allows you to place your return on a “shelf” for completion at a later time. *Remember, placing a return on a “shelf” does not mean that the return has been filed with the Road Toll Bureau. Returns not completed or filed on or before the due date may result in late filing penalties and interest.*

To get started, please go to your **User Home Page** and click on **Work on IFTA**. The page will default to the current license year. Returns that are available to be filed will have a link enabled. The screen shot on the following page shows what you will see in the 2018 year. Remember, returns that are not yet due cannot be viewed, the links are disabled.

IFTA RETURNS PROCESSING SYSTEM QUICK REFERENCE GUIDE

Work On IFTA for License Year 2018 (Taxable Mileage Ranking = Not Available)

[Return to Previous Page](#)

1. Select the License Year you would like to work with: [2013](#) [2014](#) [2015](#) [2016](#) [2017](#) 2018
2. Select the 2018 License you would like to work with: 07/01 - 12/31 Paid
3. What would you like to do?

Account

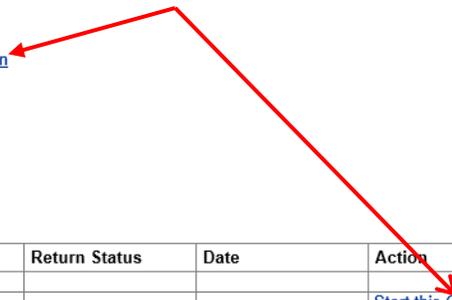
- [View Account Balance](#)
- [Make a Payment](#)
- [Maintain Billing Notice](#)

2018 License

- [Edit License](#)
- [Cancel License](#)
- [View Renewal Form](#)
- [View Decal Orders](#)
- [Order Additional Decals](#)
- [View / Generate Temporary Decal Permits](#)
- [View License Document](#)
- [View License Summary](#)

2018 Returns

- [Start a Quarterly Return](#)
- [View a Quarterly Form](#)



Effective	License	Quarter	Return	Return Status	Date	Action
07/01 - 12/31	Original (Paid)	4				
		3	Return Form			Start this Q3 return

The screen above shows the 3rd Quarter Return for 2018 is due. There are two different links you can choose from. Either click on “*Start a Quarterly Return*” or click on the specific return you wish to file. Once you click on one of the links, the you will be directed to the screen shown on the following page:

IFTA RETURNS PROCESSING SYSTEM QUICK REFERENCE GUIDE

Logout Actions Reports Tools IFTA Home

[Account 9999 - JOHNNY CASH](#)
QA

In Progress 2017 Q4 Quarterly Return (Due on 01/31/2018)
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Enter all necessary Return information below - once all fuel schedules are marked as complete, click 'Save and Calculate Taxes'

Fuel Schedule Details

Fuel	Total Ifta Miles	Total Non-Ifta Miles	Total Miles	Total Gallons	MPG	MPG Method	Status	
Diesel	0	0	0	0	0.00	Use Calculated	Not Started	Edit Set No Operations

Click on the **Edit** link. This will take you to the data entry screen for the return. The data entry screen will look like the screen shots on the next two pages.

IFTA RETURNS PROCESSING SYSTEM QUICK REFERENCE GUIDE

New Hampshire
Department of Safety

IPC IFTA Processing Consortium

New Hampshire
Department of Safety

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Account 9999 - JOHNNY CASH
QA

In Progress 2017 Q4 Quarterly Return for Diesel (Due on 01/31/2018)
[Return to Previous Page](#)

Enter all necessary Return Fuel Schedule information below and click 'Save and Continue'. Additional information on each field is available through the Help menu above.

Total IFTA Miles	0					
Total Non-IFTA Miles	0					
Total Miles (All Jurisdictions)	0					
Total IFTA Gallons	0					
Total Non-IFTA Gallons	0					
Total Fuel in Gallons	0					
Miles Per Gallon	0.00		Use Calculated	▼	Comments:	▼

Taxable Miles match Total Miles for all Jurisdictions

IFTA Miles & Gallons

For each jurisdiction to be included in this return, select the jurisdiction and click Add.

Jurisdiction:

Add all USA Jurisdictions
 Add all CAN Jurisdictions

Tax Rate	Jurisdiction	Total Miles	Taxable Miles	Tax Paid Gallons	Info
0.2220	NH - New Hampshire	0	0	0	▲
0.4170	CT - Connecticut	0	0	0	
0.2200	DE - Delaware	0	0	0	
0.3340	IL - Illinois	0	0	0	
0.4700	IN - Indiana	0	0	0	
0.2160	KY - Kentucky	0	0	0	
0.2400	MA - Massachusetts	0	0	0	
0.3455	MD - Maryland	0	0	0	
0.3120	ME - Maine	0	0	0	
0.3900	MI - Michigan	0	0	0	
0.3430	NC - North Carolina	0	0	0	
0.4420	NJ - New Jersey	0	0	0	
0.3815	NY - New York	0	0	0	▼

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0.2800	OH - Ohio					
0.1300	OK - Oklahoma					
0.0000	OR - Oregon					
0.7470	PA - Pennsylvania					
0.3300	RI - Rhode Island					
0.1800	SC - South Carolina					
0.2800	SD - South Dakota					
0.2100	TN - Tennessee					
0.2000	TX - Texas					
0.2940	UT - Utah					
0.2020	VA - Virginia					
0.3100	VT - Vermont					
0.4940	WA - Washington					

You are viewing page 1 of 1. There were 49 records found.

Non-IFTA (Exempt*) Miles & Gallons

Non-IFTA Miles Non-IFTA Gallons **

* Exempt Jurisdiction(s): Alaska, District of Columbia, Hawaii, Mexico, Northwest Territories, Nunavut, Yukon Territory
 ** Non-IFTA Gallons includes: 1) Fuel Purchased in Non-IFTA Jurisdictions, 2) Fuel Purchased without Tax or 3) Fuel Purchased without Receipts

The data entry screen will allow you to enter distance (miles) and fuel information for the quarter you are filing. The top third of the screen is populated based upon the information you enter on each jurisdiction line and/or for “Non-IFTA” activity. You can begin populating miles and fuel in the appropriate lines. Below is a screen shot of what the page will look like with the data populated in certain jurisdictions, including New Hampshire.

IFTA RETURNS PROCESSING SYSTEM QUICK REFERENCE GUIDE

Once the information has been entered, there are four (4) choices (see previous page):

1. **Shelve for Now:** This means you have populated the return but have not completed it, calculated taxes or credits due, filed the return, or paid for any taxes due. You may come back to the return at any time to complete it.

*****Note: This also means the return is not considered filed and received by the Road Toll Bureau. If the return is completed after the due date, interest and penalties will apply.***

2. **Save and Continue:** This is the first step towards completing and filing the return.
3. **Cancel:** This will save the data you have entered and will return you to the previous screen. **This does not complete or file the return.**

Once you have entered all of the information for your return, select **Save and Continue**. The next page shows the screen you will see when you select **Save and Continue**.

IFTA RETURNS PROCESSING SYSTEM QUICK REFERENCE GUIDE

New Hampshire
Department of Safety

IPC IFTA Processing Consortium

Logout Actions Reports Tools IFTA

Account 9999 - JOHNNY CASH
QA

In Progress 2017 Q4 Quarterly Return (Due on 01/31/2018)
[Return to Previous Page](#)

Enter all necessary Return information below - once all fuel schedules are marked as complete, click 'Save and Calculate Taxes'

Fuel Schedule Details

Fuel	Total Ifta Miles	Total Non-Ifta Miles	Total Miles	Total Gallons	MPG	MPG Method	Status	
Diesel	83772	0	83772	16576	5.05	Use Calculated	Completed	Edit

Shelve for Now Save Save and Calculate Taxes Cancel

1 2 3

You now have four choices: **Shelve for Now**, **Save and Calculate Taxes**, and **Cancel**.

1. **Shelve for Now:** This means you have populated the return but have not completed it, calculated taxes or credits due, filed the return or paid for any taxes due. You may come back to the return at any time to complete it.

***Note: This also means the return is not considered filed and received by the Road Toll Bureau. If the return is completed after the due date, interest and penalties will apply.*

IFTA RETURNS PROCESSING SYSTEM QUICK REFERENCE GUIDE

2. **Save and Calculate Taxes:** This will save the data entered and calculate the taxes due for each reported jurisdiction and determine a total amount due.

*** Note: If the return is filed after the due date, interest and penalty will be calculated for you.*

3. **Cancel:** This will save the data that has been entered, and returns you to a screen where you may re-select this return to resume entering information or to file the return. **This does not complete or file your return.**

Once you have entered all data and you are ready to begin filing your return, select **Save and Calculate Taxes**. The next page shows the screen that will appear after you select **Save and Calculate Taxes**.

IFTA RETURNS PROCESSING SYSTEM QUICK REFERENCE GUIDE







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Account 9999 - JOHNNY CASH
QA

In Progress 2017 Q4 Quarterly Return (Due on 01/31/2018) -- Confirm Return Submission

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[View in Report Format](#)

Return Information

Quarterly Return 0 Details:

Total Tax	\$170.09
Total Interest	\$0.00
Total Penalties	\$0.00
Total Adjustments	\$0.00
Total Other	\$0.00
Total Due	\$170.09

Fuel	MPG	MPG Method	MPG Comments
Diesel	5.05	Use Calculated	

Fuel Schedule Details

Fuel	Total Miles	Taxable Miles	MPG	Method	Taxable Gallons	Tax Paid Gallons	Net Taxable Gallons	Tax Due (Credit)	Interest Due	Total Due
+ Diesel	83772	83772	5.05	UC	16589	16576	13	\$170.09	\$0.00	\$170.09
Return Totals:	83772	83772			16589	16576	13	\$170.09	\$0.00	

File

Cancel



Road Toll Bureau: (603)271-2311. Hours of operation: 8:15AM - 4:15PM (Eastern), M-F (excluding State holidays).

[NH.gov](#) | [Road Toll Bureau](#) | [Privacy Policy](#) | [Accessibility Policy](#) | [IFTA Inc.](#)

Select **File** to continue, shown above. If you want to view the Fuel Schedule Details click on the little green “+” sign as shown above.

IFTA RETURNS PROCESSING SYSTEM QUICK REFERENCE GUIDE

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Credentials

[View License Document](#)

Invoices Related to this License

The following invoices are either paid or due but not paid. Please select the Invoice(s) that you would like to pay at this time.

Orders

Select Invoice	Invoice #	Invoice Description	Date Due	Amount	Credit Pending	Adjustments	Amount Due	Amount Paid	Actions
	83637	Account 9999. Lic Year 2017. Ord 0	1/17/2018	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	Comments

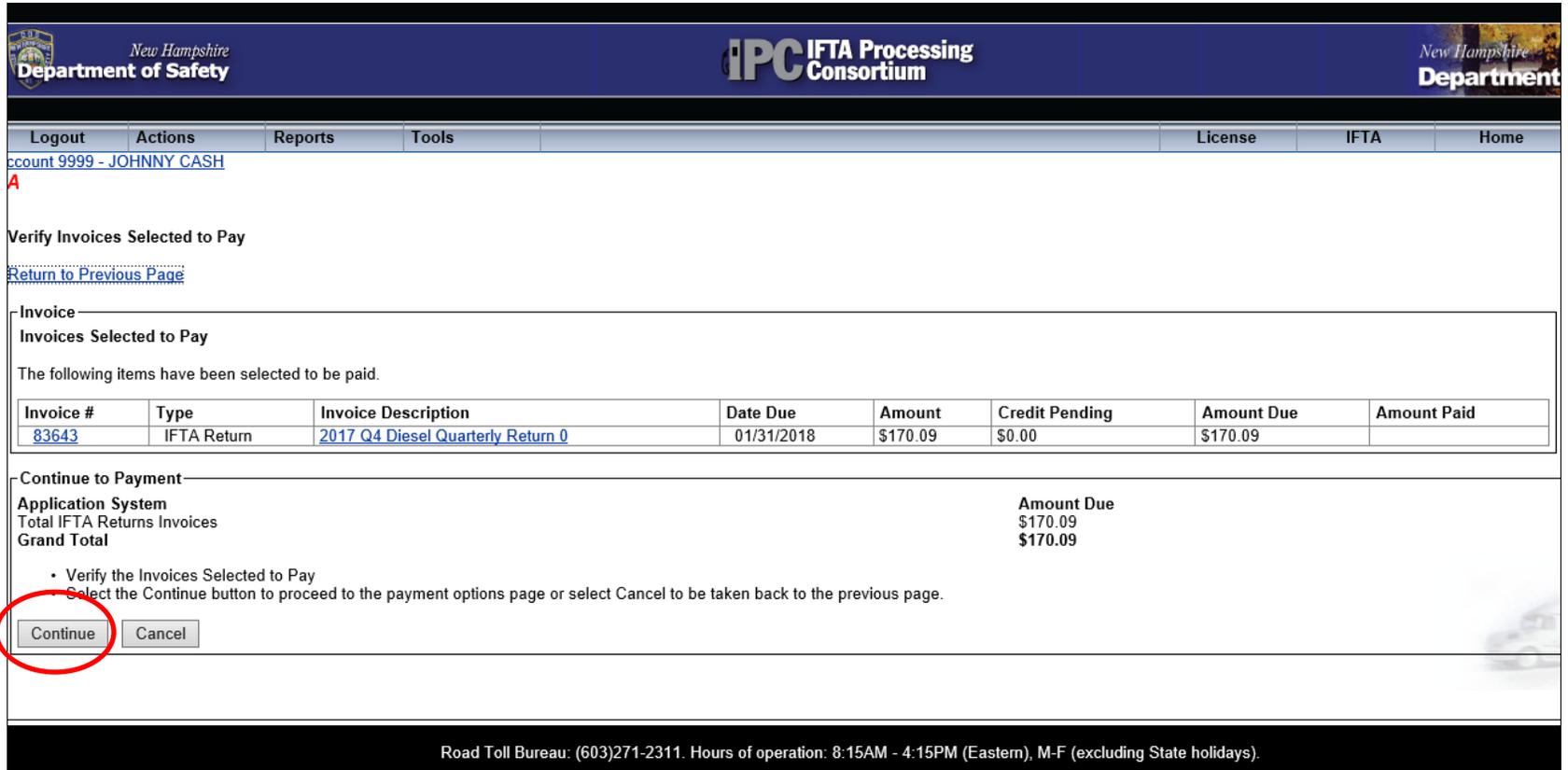
Returns

[Select All](#) [Select None](#)

Select Invoice	Invoice #	Invoice Description	Date Due	Amount	Credit Pending	Adjustments	Amount Due	Amount Paid	Actions
<input type="checkbox"/>	83643	2017 Q4 Diesel Quarterly Return 0	1/31/2018	\$170.09	\$0.00	\$0.00	\$170.09	\$0.00	Comments

By selecting **File**, you are taken to the above screen. This screen enables you to select the return for payment. At this point, the return has been filed and a filing date has been established. **Please be advised that taxes have not yet been paid.** Click on **Select Invoice** then **Pay Selected Invoices**. The next screen is shown on the following page.

IFTA RETURNS PROCESSING SYSTEM QUICK REFERENCE GUIDE



Account 9999 - JOHNNY CASH

Verify Invoices Selected to Pay

[Return to Previous Page](#)

Invoice

Invoices Selected to Pay

The following items have been selected to be paid.

Invoice #	Type	Invoice Description	Date Due	Amount	Credit Pending	Amount Due	Amount Paid
83643	IFTA Return	2017 Q4 Diesel Quarterly Return 0	01/31/2018	\$170.09	\$0.00	\$170.09	

Continue to Payment

Application System	Amount Due
Total IFTA Returns Invoices	\$170.09
Grand Total	\$170.09

- Verify the Invoices Selected to Pay
- Select the Continue button to proceed to the payment options page or select Cancel to be taken back to the previous page.

Road Toll Bureau: (603)271-2311. Hours of operation: 8:15AM - 4:15PM (Eastern), M-F (excluding State holidays).

After reading the instructions, click on **Continue** and you will be taken to the **Payments Page** as shown on the following page.

IFTA RETURNS PROCESSING SYSTEM QUICK REFERENCE GUIDE

Account 9999 - JOHNNY CASH
QA

Paid Original IFTA License for 2017 effective 10/01 - 12/31 -- Payment Options

[Return to Previous Page](#)

Potential Available Credit

Apply to Invoices [Re-Select Invoices](#)

Invoice #	Invoice Description	Amount	Credit Pending	Amount Due
83643	2017 Q4 Diesel Quarterly Return 0	\$170.09	\$0.00	\$170.09

Bill Summary

Total IFTA Returns	\$170.09
Total Amount Due	\$170.09

Select a payment method

Pay via Check

When paying by check, include one copy of the invoice with payment.

Department of Safety
Road Toll Bureau
33 Hazen Drive
Concord, NH 03305
(603) 271-2311

Pay via Credit Card

Process Payment Cancel

The **Payments Page** will enable you to make your payment electronically by using a credit card, or by writing a check and mailing it in. The check must be sent with a copy of the invoice, and postmarked by the post office on or before the due date. Click on the invoice numbered (circled above) and you will be able to print a copy of the invoice. If you choose to pay electronically with a credit card, click on the option and then click on the button **Process Payment**. You will be brought to an IPC Payment Page to enter your Credit Card Information, (see **IFTA IPC Payment Page**, shown on the next page).

Once the payment has been accepted and processed, you will be redirected to a page where you may print a receipt for your payment and/or request an email receipt. ***Please be advised that for your safety and confidentiality, the credit card information must be entered each time you make a payment. The Road Toll Bureau does not store this information.***

IFTA IPC PAYMENT PAGE

(DEV) IFTA Processing Consortium (IPC) Payment Page

Review Your Order

Total Amount: USD 10.00

[« Return to \(DEV\) IFTA Processing Consortium \(IPC\) Payment Page](#)

Pay With Your Credit Card

Cardholder Name Credit Card Number Expiry Date (MMYY)



Security Code

CVV2 is the Visa term for the 3-digit security code on the back of the credit card (Visa and MasterCard). For American Express, it is 4-digits and located on the front.



Address

City State/Province ZIP/Postal Code

 Alabama

Country

United States

Fill in the required information and click on **Pay with Your Credit Card**. Once the credit card payment has been processed, it will show as paid on your account.

RENEWING YOUR IFTA LICENSE

On or about **November 1st** of each year, an additional function will be available for selection on the **current** license year screen. A menu item will be shown for the upcoming renewal year. For example, on November 17th, 2017 the 2018 renewal option became available in the NH IFTA IPC. The selection will be displayed on the screen as **Renew License**, as shown on the following page.

The screenshot shows the top navigation bar with the New Hampshire Department of Safety logo on the left and the IPC IFTA Processing Consortium logo on the right. Below the navigation bar is a menu with items: Logout, Actions, Reports, Tools, Audit, and IFT. The main content area displays the text "QA" in red, followed by "Work On IFTA for License Year 2018 (Taxable Mileage Ranking = Not Available)". A link "Return to Previous Page" is provided. Below this, a list of years from 2010 to 2018 is shown, with "2018" circled in red. A red arrow points from the circled "2018" to the "Renew License" link under the "2018 License" section. Other links include "View Account Balance", "Make a Payment", "Maintain Billing Notice", and "View Renewal Form".

By selecting this option, you will be taken to the page where you will be able to enter information to renew your license and order the next year's decals, as shown on the following page.

IFTA RETURNS PROCESSING SYSTEM QUICK REFERENCE GUIDE

In Progress Renewal IFTA License for 2018 effective 01/01 - 12/31

[Return to Previous Page](#)

To order additional Decals for this License, please select the link below:

Note: 2 axle vehicles less than or equal to 26,000 pounds, with or without a trailing unit, do not require an IFTA license.

License Period: 01/01/2018 - 12/31/2018

USDOT: [Redacted]

Filing Period Preference: Registrant Only Quarterly

Vehicles Requiring Decals: [Input Field]

Fuel Types

Click the checkbox for each fuel type used in your qualified motor vehicles.

<input checked="" type="checkbox"/> Diesel	<input type="checkbox"/> Gasoline	<input type="checkbox"/> Ethanol	<input type="checkbox"/> LPG	<input type="checkbox"/> LNG
<input type="checkbox"/> CNG	<input type="checkbox"/> Gasohol	<input type="checkbox"/> Methanol	<input type="checkbox"/> E85	<input type="checkbox"/> M85
<input type="checkbox"/> A55	<input type="checkbox"/> Biodiesel			

Bulk Fuel Storage

Do you have bulk storage of fuel? * [Dropdown]

[Redacted]

Certain information about your account will already be filled in for you, based upon information you provided in the previous license year. For example, as shown above, if you operated your vehicles using diesel fuel, and reported diesel fuel use in the previous year, diesel fuel will be selected. *You may select additional or different fuel types if applicable.* You must enter the **number of vehicles** needing decals and whether or not you have **bulk storage of fuel**. Once you have entered that information, select the **Save and Calculate Fees** button.

IFTA RETURNS PROCESSING SYSTEM QUICK REFERENCE GUIDE

After selecting **Save and Calculate Fees**, you will be taken to the **In Progress Renewal IFTA License – Confirm Order Submission** page. As with original licenses, a decal order is automatically generated. Click the **File** button to file the renewal.

In Progress Renewal IFTA License for 2018 effective 01/01 - 12/31 -- Confirm Order Submission

[Return to Previous Page](#)

Order Information	
License Order Number	0
Order Date	01/13/2018
Original Fee Amount	\$10.00

Notice

User Maintained Text. To be updated by the jurisdictions

Once you file your order you will be brought to payment page. Follow the same directions as the payment of a return, beginning on page 25.

PAYING ACCOUNT BALANCES

If you have a balance due on your account you can make a payment by going into **Work On My IFTA Account**, and choose **View Account Balance**.

QA

Work On IFTA for License Year 2018 (Taxable Mileage Ranking = Not Available)

[Return to Previous Page](#)

1. Select the License Year you would like to work with: [2010](#) [2011](#) [2012](#) [2013](#) [2014](#) [2015](#) [2016](#) [2017](#) 2018

2. Select the 2018 License you would like to work with: 01/01 - 12/31 Paid

3. What would you like to do?

<p>Account View Account Balance Make a Payment</p>	<p>2018 License Edit License View Renewal Form View Decal Orders Order Additional Decals View License Document View License Summary</p>	<p>2018 Returns Amend a Quarterly Return View a Filed, Not Paid Quarterly Return</p>
---	--	---



Effective	License	Quarter	Return	Return Status	Date	Action
01/01 - 12/31	Renewal (Paid)	4				
		3				
		2				
		1	Quarterly Return 0	Filed, Not Paid	05/21/2018	

You will be brought to the **Account Balance Summary** screen, shown on the next page:

IFTA RETURNS PROCESSING SYSTEM QUICK REFERENCE GUIDE

QA

Account Balance Summary

[Return to Previous Page](#)

Outstanding Balance Summary

Application System	Amount Due
Total IFTA Returns	\$100.82
Grand Total	\$100.82

Pending Refund and Reserve Credit Summary

[View Credit Balance](#)

Pending Refund(s)

There are no pending refunds for this account

Credit Reserved on Invoice(s)

There are no reserved credits

Invoice

The following invoices are due but not paid. Please select the Invoice(s) that you would like to pay at this time.

[Select All](#) [Select None](#)

Select Invoice	Invoice #	Type	Invoice Description	Date Due	Amount	Credit Pending	Amount Due	Amount Paid	Actions
<input type="checkbox"/>	91460	IFTA Return	2018 Q1 Diesel Quarterly Return 0	04/30/2018	\$100.82	\$0.00	\$100.82		Comments

Select the invoice(s) to be paid, and click on **Continue**.

IFTA RETURNS PROCESSING SYSTEM QUICK REFERENCE GUIDE

Verify Invoices Selected to Pay

[Return to Previous Page](#)

Invoice

Invoices Selected to Pay

The following items have been selected to be paid.

Invoice #	Type	Invoice Description	Date Due	Amount	Credit Pending	Amount Due	Amount Paid
91460	IFTA Return	2018 Q1 Diesel Quarterly Return 0	04/30/2018	\$100.82	\$0.00	\$100.82	

Continue to Payment

Application System	Amount Due
Total IFTA Returns Invoices	\$100.82
Grand Total	\$100.82

- Verify the Invoices Selected to Pay
- Select the Continue button to proceed to the payment options page or select Cancel to be taken back to the previous page.

If everything is correct, click on **Continue**.

IFTA RETURNS PROCESSING SYSTEM QUICK REFERENCE GUIDE

QA

Paid Renewal IFTA License for 2018 effective 01/01 - 12/31 -- Payment Options

[Return to Previous Page](#)

Potential Available Credit

Type	Amount
Credit (IFTA Return)	\$0.00

Apply to Invoices [Re-Select Invoices](#)

Invoice #	Invoice Description	Amount	Credit Pending	Amount Due
91460	2018 Q1 Diesel Quarterly Return 0	\$100.82	\$0.00	\$100.82

Bill Summary

Total IFTA Returns	\$100.82
Total Amount Due	\$100.82

Select a payment method

Pay via Check

When paying by check, include one copy of the invoice with payment.

Department of Safety
Road Toll Bureau
33 Hazen Drive
Concord, NH 03305
(603) 271-2311

Pay via Credit Card

Process Payment Cancel

You will have the choice to pay by credit card, or to mail in a check. If you choose to **Pay via Credit Card**, it will allow you to do so electronically. If you choose the option to **Pay via Check**, mailing instructions will appear. You will need to print a copy of your invoice to mail with the check paying the balance in full. Once you have selected your choice of payment, click on the **Process Payment** button.

If you choose to pay electronically with a credit card you will be brought to the **IFTA IPC Payment Page**, shown on the next page.

(DEV) IFTA Processing Consortium (IPC) Payment Page

Review Your Order

Total Amount: USD 10.00

[« Return to \(DEV\) IFTA Processing Consortium \(IPC\) Payment Page](#)

Pay With Your Credit Card

Cardholder Name Credit Card Number Expiry Date (MMYY)



Security Code

CVV2 is the Visa term for the 3-digit security code on the back of the credit card (Visa and MasterCard). For American Express, it is 4-digits and located on the front.



Address

City State/Province ZIP/Postal Code

 Alabama

Country

United States

Fill in the required information and click on **Pay with Your Credit Card**. Once the credit card payment has been processed, it will show as paid on your account. Once the payment has been accepted and processed, you will be redirected to a page where you may print a receipt for your payment and/or request an email receipt. ***Please be advised that for your safety and confidentiality, the credit card information must be entered each time you make a payment. The Road Toll Bureau does not store this information.***

NEW IFTA LICENSEES

If you are registering for the first time as an IFTA Licensee in New Hampshire, your company's legal name (and trade name, if any) must be duly registered with the NH Secretary of State. Please go to the following website, <https://quickstart.sos.nh.gov>, and "*Create a User Account*". When the registration has been completed and you have received a confirmation notice with a business account number, please forward the account number to the NH DOS RTB for our records. Please note that this step may take some time, depending on the background of your company's NH business registration history. The NH Secretary of State is independent of the NH DOS RTB.

As a first time New Hampshire IFTA Licensee, you will need to complete and mail a NH IFTA Application form. This form is available on the NH IFTA link located on the [NH Road Toll Website](#). The form may be downloaded for your use. Fill out the form and mail it to the address provided with the amount due for the decals you are ordering. The NH DOS RTB will process your application, mail your license and decals to you, and provide you with the unique IFTA Account Number. Once you receive your license, decals, and unique IFTA Account Number, you may apply for online access to your account per the instructions in this guide.

ORDERING ADDITIONAL DECALS

If you are an existing IFTA Licensee in good standing, have online access to the NH IFTA IPC System, and need additional decals for your fleet, you may order the decals through the online system. Use the **Work On IFTA** page and select the menu item **Edit License**, shown on the following page.

IFTA RETURNS PROCESSING SYSTEM QUICK REFERENCE GUIDE

Account 9999 - JOHNNY CASH
QA

Work On IFTA for License Year 2018 (Taxable Mileage Ranking = Not Available)

[Return to Previous Page](#)

- Select the License Year you would like to work with: [2017](#) 2018
- Select the 2018 License you would like to work with: 01/01 - 12/31 Paid
- What would you like to do?

Account **2018 License**

[View Account Balance](#)
[Make a Payment](#)

[Edit License](#)
[Cancel License](#)
[View Renewal Form](#)
[View Decal Orders](#)

[View License Document](#)
[View License Summary](#)

Effective	License	Quarter	Return	Return Status	Date	Action
01/01 - 12/31	Original (Paid)	4				
		3				
		2				
		1				

You will be taken to the screen on the following page.

IFTA RETURNS PROCESSING SYSTEM QUICK REFERENCE GUIDE

[Account 9999 - JOHNNY CASH](#)
QA

Paid Original IFTA License for 2018 effective 01/01 - 12/31

[Return to Previous Page](#)

To order additional Decals for this License, please select the link below:
[Create An Order](#)

Note: 2 axle vehicles less than or equal to 26,000 pounds, with or without a trailing unit, do not require an IFTA license.

License Period: 01/01/2018 - 12/31/2018 Vehicles Requiring Decals: 1

USDOT: 0

Filing Period Preference: Registrant Only
Quarterly

Fuel Types [Add a Fuel Type](#)

To add a fuel type click on 'Add a Fuel Type' above. To remove a fuel type, click on the Name of the fuel type for details.

Name	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Effective Date	Expiration Date
Diesel	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	01/01/2018	12/31/2018

Bulk Fuel Storage

Do you have bulk storage of fuel? *

Click on **Create An Order**, and the screen shown on the next page will appear.

IFTA RETURNS PROCESSING SYSTEM QUICK REFERENCE GUIDE

Account 9999 - JOHNNY CASH

Paid Original IFTA License for 2018 effective 01/01 - 12/31, New In Progress Order

[Return to Previous Page](#)

[View Listing of all Orders for License](#)

Order Details

Item * Decals Quantity * 0 Reason * ---

Shipping Address

Recipient Line 1 * JOHNNY CASH
Recipient Line 2
Street * 33 HAZEN DRIVE
Street 2
Postal Code * 03301 Find Cities Clear Jurisdiction * NH New Hampshire
City * CONCORD
Country United States

Save Save and Calculate Fees Exit

- Defective
- Destroyed
- Renewal or New License or Reactivated
- Lost
- New to fleet
- Not Received
- Other
- Stolen
- Extra Inventory

Fill out the **Quantity** of extra decals needed and the **Reason** from the drop down menu, as show above. Once all information is entered correctly, click on the **Save and Calculate Fees** button. Then click on **File** to complete the order.

QA

Paid Renewal IFTA License for 2018 effective 01/01 - 12/31 -- Confirm Order Submission

[Return to Previous Page](#)

Order Information

License Order Number 1 Order Date 06/12/2018
Original Fee Amount \$20.00

Notice

File Cancel

IFTA RETURNS PROCESSING SYSTEM QUICK REFERENCE GUIDE

Once you file the order you will be brought to the following page:

QA

Paid Renewal IFTA License for 2018 effective 01/01 - 12/31 -- License Summary

[Return To Previous Page](#)

Credentials

[View License Document](#)

Invoices Related to this License

The following invoices are either paid or due but not paid. Please select the Invoice(s) that you would like to pay at this time.

Orders

[Select All](#) [Select None](#)

Select Invoice	Invoice #	Invoice Description	Date Due	Amount	Credit Pending	Adjustments	Amount Due	Amount Paid	Actions
	89295	Account 73. Lic Year 2018. Ord 0	2/27/2018	\$10.00	\$0.00	\$0.00	\$0.00	\$10.00	Comments
<input checked="" type="checkbox"/>	91469	Account 73. Lic Year 2018. Ord 1	6/12/2018	\$20.00	\$0.00	\$0.00	\$20.00	\$0.00	Pay Comments

Pay Selected Invoices

Check the invoice that is due and click on **Pay Selected Invoices** at the bottom of the page. Follow the instructions as shown in the **Paying Account Balances** section, (starting at page 34).

FLAGGED ACCOUNTS

As previously noted, an account may become “flagged” if a return has not been filed, taxes have not been paid, or both. Accounts that are flagged are prohibited from ordering additional decals and renewing the IFTA License. An account that is in a flagged status may also become subject to the suspension of the IFTA license, which may lead to a revocation hearing. A flagged account receives numerous notifications through multiple media (notices and emails). A flagged account is also identified on each account page in the electronic system. A flagged status is identified by the bold red type next to the account number and name on each page. You can determine what is causing the flag by examining the **Work On IFTA** page. This page shows returns or payments that are still due.

Account **QA** IFTA Flagged

Logout Actions Reports Tools Audit IFTA Home Search Help

Work On IFTA for License Year 2017 (Taxable Mileage Ranking = Not Available)

[Return to Previous Page](#)

1. Select the License Year you would like to work with: [2012](#) [2013](#) [2014](#) [2015](#) [2016](#) 2017 [2018](#)

2. Select the 2017 License you would like to work with: 01/01 - 12/31 Paid

3. What would you like to do?

Account
[View Account Balance](#)
[Make a Payment](#)
[Maintain Billing Notice](#)

2017 License
[Edit License](#)
[Cancel License](#)
[View Renewal Form](#)
[View Decal Orders](#)
[Order Additional Decals](#)
[View / Generate Temporary Decal Permits](#)
[View License Document](#)
[View License Summary](#)

2017 Returns
[Amend a Quarterly Return](#)
[Reverse a Quarterly Return](#)
[View a Filed, Not Paid Quarterly Return](#)
[Review a Completed \(Paid\) Quarterly return](#)
[View a Quarterly Form](#)

Effective	License	Quarter	Return	Return Status	Date	Action	
01/01 - 12/31	Renewal (Paid)	4					
		3	Return Form	Quarterly Return 0	Filed, Not Paid	12/16/2017	Amend this Q3 return Reverse this Q3 return
		2	Return Form	Quarterly Return 0	Paid	08/14/2017	Amend this Q2 return Reverse this Q2 return
		1	Return Form	Quarterly Return 0	Paid	05/13/2017	Amend this Q1 return Reverse this Q1 return

Powered by Explore

IFTA RETURNS PROCESSING SYSTEM QUICK REFERENCE GUIDE

The screen on the previous page shows the 3rd Quarter Return for this account was filed after the due date, and remains unpaid. The flag will remain until all of these obligations are satisfied. Once all taxes, penalties, and interest have been paid, the flag will be removed, returning the account to a status of good standing.

*** Note: If you believe your account has been flagged in error, please call the Road Toll Bureau at (603)271-2311 to discuss what needs to be done to restore your account to good standing. If your account has been flagged in error the Road Toll Bureau can clear the flag(s).*

LICENSING AGENTS AND TAX PRACTITIONERS

The NH IFTA IPC System is designed to permit practitioners (with authorization from their clients) to establish an online account, file IFTA taxes, and order additional decals on behalf of their clients. The system is further enhanced in that Licensing Agents do not need to input each and every return separately. Through the use of encrypted technologies and the proper file formatting, an agent may upload a single file containing the return information for multiple clients. The system identifies each individual return based on the formatting protocol. An authorized practitioner may also use the system to pay IFTA taxes on behalf of clients, renew IFTA licenses, and order additional decals. The licensee is further protected with the authority to remove a practitioner's ability to **“Work On IFTA”** if the agent is no longer authorized to do so.